

-----Original Message-----

From: MOORE, DONNA R (AIT)

Sent: Friday, August 01, 2003 5:25 PM

To: 'Roseann Kendall'

Cc: WILLIAMS, MARILYNN Y (SBC-MSI); SCIPPIO, MICHAEL M (AIT); SMITH, JOSHUA (SWBT); JACOBS, LOUISE O (SWBT); MOORE, DONNA R (AIT)

Subject: RE: Line Loss Notifications in Error

Roseann,

Per our conference call on Thursday, July 31, 2003, here is the additional information on the LLN that were sent to MCI in error.

During a recent investigation, SBC discovered that MCI was provided with 414 line loss notifications in error. The Line losses were sent to MCI on June 3, 2003. Out of the 414 line losses sent in error, 16 were actually MCI's customers. However, the other 398 TN's that LLN were sent in error to MCI did not belong to MCI.

The line loss notices errors were due to service rep error. The error caused line loss notices to be sent to MCI for a series or block of telephone numbers instead of just one telephone number.

As the result of the service rep's error, awareness session were held with all of the service reps regarding correct service order issuance. Also, the service rep who made the error was coached.

A spreadsheet is attached which contains the 16 MCI customers which losses were sent in error, in addition to the 398 non MCI customers. If you have any additional questions, please give me a call.

Donna Moore
Account Manager
Industry Markets
(248) 528-8325

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-----Original Message-----

From: Roseann Kendall [mailto:Roseann.Kendall@mci.com]
Sent: Thursday, July 31, 2003 5:10 PM
To: MOORE, DONNA R (AIT)
Cc: WILLIAMS, MARILYNN Y (SBC-MSI); SCIPPIO, MICHAEL M (AIT); SMITH,
JOSHUA (SWBT); JACOBS, LOUISE O (SWBT)
Subject: RE: Line Loss Notifications in Error

Thanks, Donna.

I will pass this information to our internal folks and if we have any
additional questions, I'll let you know.

Roseann

-----Original Message-----

From: MOORE, DONNA R (AIT) [mailto:dm1254@sbccom.com]
Sent: Thursday, July 31, 2003 3:30 PM
To: 'Roseann.kendall@mci.com'
Cc: MOORE, DONNA R (AIT); WILLIAMS, MARILYNN Y (SBC-MSI); SCIPPIO,
MICHAEL M
(AIT); SMITH, JOSHUA (SWBT); JACOBS, LOUISE O (SWBT)
Subject: Line Loss Notifications in Error

<< File: MCI 414.xls >> Roseann,

Per our discussion this afternoon, please find attached a spreadsheet
listing the 16 TNs which MCI received line loss notifications in error.
Any
additional information will be sent out by COB, Friday.

<<MCI 414.xls>>

Donna Moore
Account Manager
Industry Markets
(248) 528-8325

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